Blue from American Express

C F FROST Closing Date 01/17/14

AMERICAN EXPRESS

Account Ending -21001

New Balance \$2,526.90 Minimum Payment Due \$46.00 Payment Due Date 02/11/14 Late Payment Warning: If we do not receive your Minimum Payment Due by the Payment Due bate listed above, you may have to pay a late fee of up to 535.00 and your Purchase APR may be increased to the Penalty APR of 27.24%. mimum Payment Warning: If you make only the minimum payment each period. Periodic State Correct mimum Payment Warning: If you make only the minimum payment each period. Minimum Payment Warning: Statement in estimated topinon. minum Payment Warning: If you make only the minimum payment each period. Minimum Payment Que our moke no additional tow will pay off the balance estimated topinon. And you will pay off the balance isstmated topinon. our moke no additional tow will pay off the balance isstmated topinon. Sa 3.458 Sa 1 3 years \$2,334 Sa 2 and a point noting about credit card rotes; less and grace periods by colling 1-800-518 & 826 Sa 4.58 See page 2 for important information about your account. Customer Care New York residents may contact the New York Department of Finantial services to abotan a comparet listore Youry Mace and the following pages for important no	New Balance			Membership Rewards	® Points
Payment Due Date 02/11/14 ate Approximation and the approximate of the penalty APR of 27.24st. For up to date period balance and full program of the physical state of the penalty approximate of the penalty APR of 27.24st. immum Payment Warning: If you make only the minimum payment Due by the payment Due by the penalty approximate of the penalty APR of 27.24st. Previolaboline: a state period balance and full program of the penalty APR of 27.24st. immum Payment Warning: If you make only the minimum payment each period. New Common. \$2,345t. immum Payment Warning: If you make only the minimum payment each period. New Common. \$2,53.00 intimum Payment Warning: If you make only the minimum payment each period. New Common. \$2,53.00 intimum Payment Warning: If you make only the minimum payment each period. New Common. \$2,53.00 intimum Payment Warning: If you make only the minimum payment each period. New Common. \$2,53.00 intimum Payment Warning: If you make only the minimum payment each period. New Common. \$2,53.00 intimum Payment Due 8 yeors \$3,458 \$1.00.00 intimum Payment Due 8 yeors \$2,33.00 \$1.00.00 intimum Payment Due on this statement in estimated to minimum payment Payment Due on all state period balance. New Common. \$1.00.00 intimum Payment Due on all state period balance. New Common. \$1.00.00 New Common.			\$2,626.90 Available and Pending as of 12/31/13		31/13
ayment Due Date 02/11/14 the Payment Warning: If we do not receive your Minimum Poyment Due by for Payment Use Date listed above, you may have to pay a late feed of up to is 00 and your Purchase APR may be increased to the Penalty APR of 27.24%. Previolat Bidmace 52.749.2 mum Payment Warning: If you make only the minimum payment each periods will pay more in interest and it will take you longer to pay off your balance. For light: New Balance 52.626.9 make no additional sea and each month you above a out its statement in actual many payment Due New Balance state additional soout. New Balance as and each month you above a out its statement in above. New Balance state S2.931 581 3 years \$2.931 Sant Sant S3.458 581 3 years \$2.931 Sant Sant Sant Sant Sant Sant Sant Sant	Minimum Payment Due		540.00 For up to date point balance and full pro-		d full program
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Dur make no additional grees and each month you You will pay off the balance about Analyou will pay off estimated topolof Analyou will pay off estimated topolof Only the Minimum PaymentDue 8 years \$3,458 \$81 3 years \$2,931 (Savings - \$527) ou would like information about credit counseling services, call 1-888-733-4139. Customer Care See page 2 for important information about your account. Payby Computer americanexpress.com/pbc New York residents may contact the New York Department of Financial Services to obtain a comparative listing of eredit card rates, frees and grace periods by calling 1-800-\$18.8860 See Page 7 for an important Privacy Notice and the following pages for important notices about Your Billing Rights, Electronic Fund Transfer Please fold on the perforation below, detachond return with your payment Image: PaybyPhone 1-880-472-9297 AccountEnding-21001 Payment Coupon Do not staple or use paper Rips Payby Computer americanexpress.com/pbc Image: PaybyPhone 1-800-472-9297 AccountEnding-21001 C f FROST 123 STREET Citry STATE 12345 AMERICAN EXPRESS P.O. BOX 1270 Mare account number on all documents Make check payable to American Express 52,626.90 Minimum PaymentDuu S46.00 MINIMUR PaymentDuu S46.00 S					\$2,626.90 \$46.00
rges and each month you shown on this statement in about estimated totalofo 0,7,934 Only the minimum PaymentDue 8 years 53,458 Cash Advance limit 51,300.0. S81 3 years 52,934 S2,934 Oaysin Billing Period: 31 Daysin Billing Period: 31 S81 3 years 52,934 S2,934 S2,934 S3,458 Daysin Billing Period: 31 See page 2 for important information about credit counseling services, call 1-888-733-4139. See page 2 for important information about your account. Customer Care Payby Computer americanexpress.com/pbc New York residents may contact the New York Department of Financial Services to obtain a comparative listing 0 eredit card rate, fees and grace periods by calling 1-800-518-8860. See Page 7 for an important Privacy Notice and the following pages for important notices about Your Billing Pights, Electronic Fund Transfer Error Resolution and a notice for WA residents. Payby Phone 1-888-728-9297 AccountEnding-21001 Pleasefold on the performation below, detachead return withyour payment of 123 STREET Citry STATE 12345 Payby Computer americanexpress.com/pbc Enter account number on all documents Make check payable to American Express Do. BOX 1270 C F FROST 123 STREET Citry STATE 12345 AMERICAN EXPRESS P.O. BOX 1270 AccountEnding States S	ou make no additional	You will pay off the halance	e And you will nay an		\$10,200.00
Only the Minimum Payment Due 8 years \$3,458 \$81 3 years \$2,934 (savings=5527) ou would like information about credit counselling services, call 1-888-733-4139. See page 2 for important information about your account. New York residents may contact the New York Department of Financial Services to obtain a comparative listing of arcelit card rates, fees and grace periods by calling 1-800-518-886. East Pay by Computer americanexpress.com/pbc See Page 7 for an important Privacy Notice and the following pages for important notices about You Billing Rights, Electromic Fund Transfer Error Resolution and a notice for WA residents. See Page 7 for an important Privacy Notice and the following pages for important notices about You Billing Rights, Electromic Fund Transfer Error Resolution and a notice for WA residents. See Page 7 for an important Privacy Notice and the following pages for important notices about You Billing Rights, Electromic Fund Transfer Error Resolution and a notice for WA residents. See Page 7 for an important Privacy Notice and the following pages for instaple or use paper clips AccountEnding-21001 Payment Coupon Do not staple or use paper clips Payby Computer americanexpress.com/pbc Account number on all documents Make check payable to American Express Make theck payable to American Express Minimum Payment Due Dotto Stabol C F FROST 123 STREET Citry STATE 12345 AMERICAN EXPRESS P.O. BOX 1270 \$	rges and each month you	shown on this statement in	n estimated total of		
Minimum Payment Due 8 years 53,438 Daysin Billing Period: 31 S81 3 years \$2,934 (Savings=527) ou would like information about credit counseling services, call 1-888-733-4139. See page 2 for important information about your account. New York residents may contact the New York Department of Finantial Services to obtain a comparative listing of credit card rates, fees and grace periods by calling 1-800-518-8860. See Page 7 for an important Privacy Notice and the following pages for important notices about Your Billing Rights, Electromic Fund Transfer Error Resolution and a notice for WA residents. Payby Phone 1-800-472-9297 AccountEnding-21001 Playment Coupon Do not staple or use paperclips Payby Computer americanexpress.com/pbc Payby Phone 1-800-472-9297 AccountEnding-21001 C F FROST 123 STREET CITY STATE 12345 AMERICAN EXPRESS P.O. BOX 1270 Minimum Payment Due St60.0 Checkhere if your oddress or AMERICAN EXPRESS P.O. BOX 1270 \$					\$1,300.00 \$1,300.00
\$81 3 years (savings = \$5?7) ou would like information about credit counseling services, call 1-888-733-4139. See page 2 for important information about your account. New York residents may contact the New York Department of Financial Services to obtain a comparative listing of credit card rates, fees and grace periods by calling 1-800-518-8860 Customer Care Payby Phone 1-888-258-3741 1-800-472-9297 See Page 7 for an important Privacy Notice and the following pages for important notices about Your Billing Rights, Electronic Fund Transfer Error Resolution and a notice for WA residents. Payby Phone 1-888-258-3741 1-800-472-9297 Please fold on the perforation below, detach and return with your payment to be not staple or use paper clips Payby Computer americanexpress.com/pbc AccountEnding-21001 Enter account number on all documents for T233 STREET CITY STATE 12345 Payby Computer Americanexpress for S2,026.890 Minimum Payment Due Dote 02/11/14 MeRICAN EXPRESS P.O. BOX 1270 AMERICAN EXPRESS P.O. BOX 1270 Minimum Payment Due S46.00	,	8 years	\$3,458	Days in Billing Period: 31	
Du would like information about credit counseling services, call 1-888-733-4139. See page 2 for important information about your account. New York residents may contact the New York Department of Financial Services to obtain a comparative listing of credit card rates, fees and grace periods by calling 1-800-518-8866. See Page 7 for an important Privacy Notice and the following pages for important notices about Your Billing Rights, Electronic Fund Transfer Error Resolution and a notice for WA residents. Pleasefold on the perforation below, detachand return with your payment ↓ Payment Coupon Do not staple or use paper clips Payment Coupon I 223 STREET CITY STATE 12345 C F FROST 123 STREET CITY STATE 12345 AMERICAN EXPRESS P.O. BOX 1270 AMERICAN EXPRESS P.O. BOX 1270 Mainimum PaymentDue Data Staple or use paper clips	\$81	3 years		Customer Care	
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Do not staple or use paper clips americanexpress.com/pbc 1-800-472-9297 Enter account number on all documents C F FROST 123 STREET CITY STATE 12345 Check here if your address or AMERICAN EXPRESS P.O. BOX 1270 NEWARK NU 07101 1270	Services to obtain a com grace periods by calling See Page 7 for an in for important notices	nparative listing of credit ca 1-800-518-8866. Mportant Privacy Notice about Your Billing Righ	rd rates, fees and and the following pages hts, Electronic Fund Transfer	L	
123 STREET Payment Due Date CITY STATE 12345 02/11/14 New Balance \$2,626.90 Minimum Payment Due \$46.00 Check here if your address or AMERICAN EXPRESS P.O. BOX 1270 \$	Services to obtain a com grace periods by calling See Page 7 for an in for important notices Error Resolution and	nparative listing of credit ca 1-800-518-8866. Inportant Privacy Notice about Your Billing Righ a notice for WA resident	rd rates, fees and and the following pages ats, Electronic Fund Transfer ts.	L	
Check here if your address or AMERICAN EXPRESS \$ Check here if your address or NEWARK NU 07101 1370 \$	Services to obtain a com grace periods by calling See Page 7 for an in for important notices Error Resolution and Pleasefold on the perforation Payment Coupon Do not staple or use pap	nparative listing of credit ca 1-800-518-8866 mportant Privacy Notice a about Your Billing Righ a notice for WA resident ion below, detach and return of per clips Pay by Con americanes	rd rates, fees and and the following pages ots, Electronic Fund Transfer ts. with your payment	2-9297 Enter account number on	ding-21001 all documents.
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0000349992139447354 000807853000005100 34 🚽

Payments: Your payment must be sent to the payment address shown on your statement and must be received by 5 p.m. local time at that address to be credited as of the day it is received. Payments we receive after 5 p.m. will not be credited to your Account until the next day. Payments must also: (1) include the remittance coupon from your statement; (2) be made with a single check drawn on a US bank and payable in US dollars, or with a negotiable instrument payable in US dollars and clearable through the US banking system; and (3) include your Account number. If your payment does not meet all of the above requirements, crediting may be delayed and you may incur late payment fees and additional interest charges. Electronic payments must be made through an electronic payment method payable in US dollars and clearable through the US balking system; and (3) include the US banking system. If we accept payments must be made through an electronic payment method payable in US dollars and clearable through the US balking system. If we accept payment in a foreign currency, we will convert it into US dollars at a conversion rate that is acceptable to us, unless a particular rate is required by law. Please do not send post-dated checks as they will be deposited upon receipt. Any restrictive language on a payment we accept will have no effect on us without our express prior written approval. We will re-present to your financial institution any payment that is returned unpaid.

Permission for Electronic Withdrawal: (1) When you send a check for payment, you give us permission to electronically withdraw your payment from your deposit or other asset account. We will process checks electronically by transmitting the amount of the check, routing number, account number and check serial number to your financial institution, unless the check is not processable electronically or a less costly process is available. When we process your check electronically, your payment may be withdrawn from your deposit or other asset account as soon as the same day we receive your check, and you will not receive that cancelled check with your deposit or other asset account statement. If we cannot collect the funds electronically we may issue a draft against your deposit or other asset account for the check. (2) By using Pay By Computer, Pay By Phone or any other electronic payment service of ours, you give us permission to electronically withdraw funds from the deposit or other asset account you specify in the amount you request. Payments using such services of ours received after 8:00 p.m. MST may not be credited until the next day.

How We Calculate Your Balance: We use the Average Daily Balance (ADB) method (including new transactions) to calculate the balance on which we charge interest on your Account. Call the Customer Service number listed below for more information about this balance computation method and how resulting interest charges are determined. The method we use to figure the ADB and interest results in daily compounding of interest.

Paying Interest: Your due date is at least 25 days after the close of each billing period. We will not charge you interest on your purchases if you pay the New Balance by the due date each month. We will charge you interest on cash advances and (unless otherwise disclosed) balance transfers beginning on the transaction date.

Foreign Currency Charges: If you make a Charge in a foreign currency, we will convert it into US dollars on the date we or our agents process it. **We will charge a fee of 2.7% of the converted US dollar amount.** We will choose a conversion rate that is acceptable to us for that date, unless a particular rate is required by law. The conversion rate we use is no more than the highest official rate published by a government agency or the highest interbank rate we identify from customary banking sources on the conversion date or the prior business day. This rate may differ from rates in effect on the date of your charge. Charges converted by establishments (such as airlines) will be billed at the rates such establishments use.

Credit Balance: A credit balance (designated CR) shown on this statement represents money owed to you. If within the six-month period following the date of the first statement indicating the credit balance you do not request a refund or charge enough to use up the credit balance, we will send you a check for the credit balance within 30 days if the amount is \$1.00 or more. To request a refund, contact us at the address or phone number as noted below for Customer Care & Billing Inquiries.

Credit Reporting: We may report information about your Account to credit bureaus. Late payments, missed payments, or other defaults on your Account may be reflected in your credit report.





Payments and Credits

		Tota
Payments		-\$1,500.00
Credits		-\$30.00
Total Payn	nents and Credits	-\$1,530.00
Detail	*Indicates posting date	
Payments		Amount
12/27/13*	ONLINE PAYMENT - THANK YOU	-\$500.00
01/17/14*	ONLINE PAYMENT - THANK YOU	-\$1,000.00
Credits		Amount
12/31/13	GUITAR CTR MGMT CO IWESTLAKE VLG GuitarCentrOffer	-\$30.00
New Summa	Charges	
Summa		Tota
Total New	Charges	\$1,387.84
	FROST	
CF Car	FROST rd Ending -21001 AMEX NYC INFOGENESISNEW, YORK NY	Amoun \$7.57
CF Car	rdEnding-21001	
CF Car 12/17/13	AMEX NYC INFOGENESISNEW YORK NY	
22/17/13	AMEX NYC INFOGENESISNEW YORK NY (973)526-6116 COURSEYS SMOKED MEATSAINT JOE AR	\$7.5; \$68.84
CF Car 12/17/13 12/17/13 12/18/13	AMEX NYC INFOGENESISNEW YORK NY (973)526-6116 COURSEYS SMOKED MEATSAINT JOE AR MISC/SPECIALTY RETAIL AMEX NYC INFOGENESISNEW-YORK NY	\$7.5; \$68.84 \$9.75
C F	AMEX NYC INFOGENESISNEW, YORK NY (973)526-6116 COURSEYS SMOKED MEATSAINT JOE AR MISC/SPECIALTY RETAIL AMEX NYC INFOGENESISNEW, YORK NY (973)526-6116 ASI*KICKSTARTER COM 866-749-7545 WA	\$7.5; \$68.84 \$9.7 <u>9</u> \$75.00
C F Car 12/17/13 12/17/13 12/18/13 12/21/13	AMEX NYC INFOGENESISNEW YORK NY (973)526-6116 COURSEYS SMOKED MEATSAINT JOE AR MISC/SPECIALTY RETAIL AMEX NYC INFOGENESISNEW-YORK NY (973)526-6116 ASI*KICKSTARTER COM 866-749-7545 WA SERVICE NYCT EASYPAY PROGRAM877-323-7433 NJ	\$7.5: \$68.8- \$9.7! \$75.00 \$30.00
CF Car 12/17/13 12/17/13 12/18/13 12/21/13	AMEX NYC INFOGENESISNEW YORK NY (973)526-6116 COURSEYS SMOKED MEATSAINT JOE AR MISC/SPECIALTY RETAIL AMEX NYC INFOGENESISNEW YORK NY (973)526-6116 ASI*KICKSTARTER COM 866-749-7545 WA SERVICE NYCT EASYPAY PROGRAM877-323-7433 NJ 877-323-7433 AT&T*BILL PAYMENT 95DALLAS TX 800-331-0500 Description	\$7.5: \$68.84 \$9.79 \$75.00 \$30.00 \$82.99
CF Car 12/17/13 12/17/13 12/17/13 12/18/13 12/21/13 12/21/13	AMEX NYC INFOGENESISNEW YORK NY (973)526-6116 COURSEYS SMOKED MEATSAINT JOE AR MISC/SPECIALTY RETAIL AMEX NYC INFOGENESISNEW YORK NY (973)526-6116 ASI*KICKSTARTER COM 866-749-7545 WA SERVICE NYCT EASYPAY PROGRAM877-323-7433 NJ 877-323-7433 AT&T*BILL PAYMENT 95DALLAS TX 800-331-0500 Description TELEPHONE SERVICE/E BROOKLYN INDUSTRIES-718-801-8900	\$7.57

C F FROST

Detail Continued

			Amount
12/26/13	FANDANGO.COM MOVIE TKTS MOVIE TKTS FANDANGO.COM 866-857-5191		\$30.50
12/27/13	HLU*HULU 47297565-U HULU.COM/BIL HULU.COM/BILL HULUPLUS NU 47297565	<u>.</u>	\$7.99
12/29/13	ITUNES MUSICUSA ITUNCUPERTINO ITUNES MUSIC STORE	СА	\$2.07
12/29/13	GUITAR CENTER #810 MANHATTAN 999-000-0000	NY	\$315.72
12/30/13	NYCT EASYPAY PROGRAM877-323-7433 877-323-7433	NJ	\$30.00
12/31/13	ASI*KICKSTARTER COM 866-749-7545 SERVICE	WA	\$250.00
12/31/13	COMMUNITY COFFEE ECOBATON ROUG MISC FOOD ST	E LA	\$61.04
01/01/14	SEAMLESS * LA BRUSCH800-905-9322 438286467-45599 10285 ONLINE FOOD ORDER		\$23.78
01/01/14	HEALTHYLIFE USA WASHINGTON 800-555-0909 Description HEALTHYLIFE USA	DC	\$20.00
01/02/14	AMEX NYC INFOGENESISNEW YORK (973)526-6116	NY	\$4.95
01/02/14	GOTHAM COMEDY CLUB 212-3679000 2123679000	NY	\$62.62
01/03/14	ITUNES MUSICUSA ITUNCUPERTINO ITUNES MUSIC STORE	CA	\$1.29
01/04/14	ITUNES MUSICUSA ITUNCUPERTINO ITUNES MUSIC STORE	CA	\$9.99
01/04/14	SEAMLESS * COLOMBIA 800-905-9322 439379286-44635 10285 ONLINE FOOD ORDER		\$48.65
01/06/14	EUREST DINING 114791NEW YORK 212-6402194	NY	\$5.05
01/07/14	FOOD/BEVERAGE ExpPay AMEX NYC INFONEW YORK (973)526-6116	\$5.05 NY	\$9.79
01/08/14	ExpPay AMEX NYC INFONEW YORK (973)526-6116	NY	\$2.78
01/10/14	NYCT EASYPAY PROGRAM877-323-7433 877-323-7433	NJ	\$30.00
01/12/14	ITUNES MUSICUSA ITUNCUPERTINO ITUNES MUSIC STORE	СА	\$9.99
01/13/14	AMEX NYC INFOGENESISNEW YORK (973)526-6116	NY	\$9.24



Closing Date 01/17/14

Account Ending -21001

Detail Continued Amount EUREST DINING 114791NEW YORK NY 01/14/14 \$5.00 212-6402194 FOOD/BEVERAGE \$5.00 AMERICAN MEBER 2125550002 NY \$15.00 01/15/14 2125552500 ExpPay AMEX NYC INFONEW YORK 01/15/14 NY \$7.0 (973)526-6116 01/16/14 NYCT EASYPAY PROGRAM877-323-7433 NJ \$30.00 877-323-7433 01/16/14 EUREST DINING 114791NEW YORK NY \$11.00 212-6402194 FOOD/BEVERAGE \$11.00 *01/17/14* AMAZON.COM AMZN.COM/BILL WA \$17.16 MERCHANDISE Fees Amount **Total Fees for this Period** \$0.00 **Interest Charged** Amount 01/17/14 \$19.84 Interest Charge on Purchases \$19.84 Total Interest Charged for this Period 2014 Fees and Interest Totals Year-to-Date Amount Total Fees in 2014 \$0.00 Total Interest in 2014 \$19.84

Your Annual Percentage Rate (APR) is the annual interest rate of Transacti	n your account. ons Dated	Annual Percentage	Balance Subject to	Interes Charg
	From	То	Rate	Interest Rate	Churg
Purchases	01/16/2009		7.24% (v)	\$3,232.38	\$19.8
CashAdvances	01/16/2009		25.24% (v)	\$0.00	\$0.0
Total					\$19.8

Blue from American Express

C F FROST Closing Date 01/17/14

Account Ending -21001

Rev. 9/2012

No

No

(but please see the "To limit

direct marketing" box below for additional privacy choices)

No

No

Yes

Yes

We don't share personal

information

ACTS WHAT DOES AMERICAN EXPRESS DO WITH YOUR PERSONAL INFORMATION?

Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

The types of personal information we collect and share depend on the product or service you have with us. This information can include:

- Social Security number and income
- · transaction history and account history
- insurance claim history and credit history

All financial companies need to share customers' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers' personal information; the reasons American Express chooses to share; and whether you can limit this sharing.

Yes

Yes

Yes

Yes

Yes

Yes

No

(although we may

share aggregated or

For our everyday business purposes	-
------------------------------------	---

such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus

For our marketing purposes -

to offer our products and services to you

For joint marketing with other financial companies For our affiliates' everyday business purposes information about your transactions and experiences For our affiliates' everyday business purposes information about your creditworthiness

For our affiliates to market to you

For nonaffiliates to market to you

de-identified data)

Visit us online: www.americanexpress.com/communications or

• Call us at 1-855-297-7748 - our menu will prompt you through your choices Please note:

If you are a *new* customer, we can begin sharing your personal information 30 days from the date we sent this notice. When you are *no longer* our customer, we continue to share your personal information as described in this notice.

However, you can contact us at any time to limit our sharing.

We provide additional privacy choices to customers. Privacy elections you make for any one product or service may not automatically be applied to other products and services. To let us know if you do not want us to use your personal information to communicate with you about offers by mail, telephone, and/or e-mail:

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We may transfer personal information to other countries, for example, for customer service or to process transactions.

AMEX Assurance Company customers: You may have the right to access and correct recorded personal information. Personal information may be disclosed by us to detect fraud or misrepresentation, to verify insurance coverage, to an insurance regulatory authority, law enforcement or other governmental authority pursuant to law, or to a group policyholder for purposes of reporting claims experience or conducting an audit. Personal information related to insurance claim activity obtained from a report prepared by an insurance-support organization on our behalf may be retained by such organization and disclosed as required by law. State law may be more protective than federal law.

California: If your American Express account has a California billing address, we will not share your personal information except to the extent permitted under California law.

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C F FROST Closing Date 01/17/14

Account Ending -21001

Your Billing Rights: Keep this Document for Future Use

This notice tells you about your rights and our responsibilities under the Fair Credit Billing Act.

What To Do If You Find a Mistake on Your Statement

If you think there is an error on your statement, write to us at PO Box 981535, El Paso TX 79998-1535. In your letter, give us the following information:

- Account information: Your name and account number.
- Dollar amount: The dollar amount of the suspected error.

• Description of problem: If you think there is an error on your bill, describe what you believe is wrong and why you believe it is a mistake. You must contact us:

- Within 60 days after the error appeared on your statement.
- At least 3 business days before an automated payment is scheduled, if you want to stop payment on the amount you think is wrong.

You must notify us of any potential errors *in writing*. You may call us, but if you do we are not required to investigate any potential errors and you may have to pay the amount in question. What Will Happen After We Receive Your

What Will Letter

When we receive your letter, we must do two things:

1. Within 30 days of receiving your letter, we must tell you that we received your letter. We will also tell you if we have already corrected the error.

Within 90 days of receiving your letter, we must either correct the error or explain to you why we believe the bill is correct. While we investigate whether or not there has been an error:

- We cannot try to collect the amount in question, or report you as delinquent on that amount.
- The charge in question may remain on your statement, and we may continue to charge you interest on that amount.
- While you do not have to pay the amount in question, you are responsible for the remainder of your balance.
- · We can apply any unpaid amount against your credit limit.

After we finish our investigation, one of two things will happen:

• If we made a mistake: You will not have to pay the amount in question or any interest or other fees related to that amount.

If we do not believe there was a mistake: You will have to pay the amount in question, along with applicable interest and fees.
 We will send you a statement of the amount you owe and the date payment is due. We may then report you as delinquent if you do not pay the amount we think you owe.

If you receive our explanation but still believe your bill is wrong, you must write to us within *10 days* telling us that you still refuse to pay. If you do so, we cannot report you as delinquent without also reporting that you are questioning your bill. We must tell you the name of anyone to whom we reported you as delinquent, and we must let those organizations know when the matter has been settled between us. If we do not follow all of the rules above, you do not have to pay the first \$50 of the amount you question even if your bill is correct.

Your Rights If You Are Dissatisfied With Your Credit Card Purchases If you are dissatisfied with the goods or services that you have purchased with your credit card, and you have tried in good faith to correct the problem with the merchant, you may have the right not to pay the remaining amount due on the purchase.

To use this right, all of the following must be true:

1. The purchase must have been made in your home state or within 100 miles of your current mailing address, and the purchase price must have been more than \$50. (Note: Neither of these are necessary if your purchase was based on an advertisement we mailed to you, or if we own the company that sold you the goods or services.)

2. You must have used your credit card for the purchase. Purchases made with cash advances from an ATM or with a check that accesses your credit card account do not qualify.

3. You must not yet have fully paid for the purchase.

If all of the criteria above are met and you are still dissatisfied with the purchase, contact us *in writing* at PO Box 981535, El Paso TX 79998-1535. While we investigate, the same rules apply to the disputed amount as discussed above.

After we finish our investigation, we will tell you our decision. At that point, if we think you owe an amount and you do not pay, we may report you as delinquent.



Annual EFT Error Resolution Notice

This notice is to inform you about how you should notify us of errors or questions regarding any electronic fund transfers you initiate using your American Express Card, including Express Cash transactions, or electronic payments you make to American Express using Pay By Phone, Pay By Computer, or any other American Express electronic payment service.

In case of errors or questions about your Electronic Transfers, please contact us as soon as you can if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. You can telephone us at 1-800-IPAY-AXP for Pay By Phone and Pay By Computer questions, and at 1-800-CASH-NOW for Express Cash and Automatic Payment questions. Alternatively, you may write to us at American Express, Electronic Funds Services, P.O. Box 981531, El Paso, TX 79998-1531, or contact us online at www.americanexpress.com/inquirycenter. We must hear from you no later than 60 days after we sent the FIRST statement on which the problem or error appeared or question arose. When you contact us, please provide the following information:

(1) Your name and card account number. (2) Description of the error or the transfer you are unsure about. Explain as clearly as you can why you believe it is an error or why you need more information. (3) The dollar amount of the suspected error.

If you notify us by phone, we may require that you send us your complaint or question in writing within 10 business days of the call. We will determine whether an error occurred within 10 business days and will correct any error promptly. If we need more time, however, we may take up to 45 days to investigate your complaint or question. If we decide to do this, we will credit your bank account within 10 business days for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within 10 business days, we may not credit your account. For errors involving point-of-sale or foreign-initiated transactions, we may take up to 90 days to investigate your complaint or question. We will tell you the results within three business days after completing our investigation. If we decide that there was no error, we will send you a written explanation. You may ask for copies of the documents that we used in our investigation.

If we have credited your bank account and there was no error, we will tell you when we will withdraw that amount from your bank account again. You authorize us to withdraw this amount from your bank account. If your bank account does not have enough funds to cover this withdrawal, we can charge the amount to your card account or collect the amount from you. If this happens, we may cancel your right to use our electronic transfer services.

Notice for residents of Washington State

In accordance with the Revised Code of Washington Statutes, Section 63,14,167, you are not responsible for payment of interest charges that result solely from a merchant's failure to transmit to us within seven working days a credit for goods or services accepted for return or forgiven if you have notified us of the merchant's delay in posting such credit, or our failure to post such credit to your account within three working days of our receipt of the credit.



Prepared for C F FROST Account Number 1M123456789



Membership Rewards points earned may be transferred or redeemed as long as all enrolled Card accounts are in good standing. Points transferred or redeemed cannot be reversed back into the program. Forfeited points can be reinstated for a fee by calling the number provided below or visiting membershiprewards.com. Terms and Conditions of the Membership Rewards Express® program apply. For more information, visit membershiprewards.com/termsor call 1-800-AXP-EARN (297-3276). From overseas, call collect 305-816-2799.

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